

## I. INTRODUCTION

This position is located in an office of the Agricultural Marketing Service.- AMS has responsibility for inspection and grading services, standardization, market news, regulatory programs, marketing agreements and orders, management services, scientific, and related programs assigned to the Agency.

The employee performs general clerical, word processing, and other office automation tasks for an assigned organizational unit.

## II. MAJOR DUTIES

Types a variety of materials from longhand or typed rough draft into final format. Typed information may include terms and phrases related to the field of agriculture. The incumbent is responsible for correct format, punctuation, spelling, grammar, etc. The typing may be done on a microcomputer, electronic typewriter, word processor or computer terminal.

Maintains a variety of files and records with responsibility for properly filing materials by subject matter.

Receives incoming telephone calls and personal visitors. Provides information relating to the activities of the office.

Photocopies material and obtains or delivers material for staff members.

Transmits, receives, and acknowledges electronic mail.

## III. FACTORS

Factor 1. Knowledge Required by the Position Level 1-2, 200 pts.

Skill in operating a microcomputer, word processor, electronic typewriter, or computer terminal. Skill in operating related equipment such as printers, modems, local area networks, etc. A qualified typist is required. Ability to execute several basic office automation functions such as storing and retrieving electronic documents/files; inserting or deleting text; printing documents; or transmitting and receiving electronic mail.

Knowledge of grammar, spelling, capitalization, punctuation, and common terms used in the office in order to type a variety of material from rough draft and written material.

Knowledge of the office filing systems in order to file or locate information. Knowledge of office organization and functions to route visitors and phone calls.

Factor 2. Supervisory Controls Level 2-1, 25 pts.

The supervisor issues detailed instructions with each assignment, including procedures, selection of software, and format, spacing, and arrangement of information. The employee seeks advice on all matters not specifically covered, clearly defined, or easily located in the instructions or guidelines. Work is reviewed in draft or in progress and upon completion for accuracy, completeness, and conformance with original instructions.

Factor 3. Guidelines Level 3-1, 25 pts.

Specific written guidelines are available for reference purposes, including dictionaries, correspondence manuals, software manuals and tutorials, written office guidelines, and Agency, Department, Division, and Branch instructions. Detailed step-by-step written instructions are available for specific office automation tasks. Any problems encountered in selecting or applying the guidelines are referred to the supervisor or an experienced worker. The clerk adheres to the guidelines without deviation.

Factor 4. Complexity Level 4-1, 25 pts.

Assignments are clear-cut and straightforward. No decisions are made regarding what needs to be done. Specific instructions are provided regarding the priority of assignments.

Factor 5. Scope and Effect Level 5-1, 25 pts.

The accuracy and timeliness of the completion of the assignments contributes significantly to the efficiency and effectiveness of the daily operations of the office. The incumbent produces typed material in the proper, error-free, final form.

Factor 6. Personal Contacts Level 6-1

Contacts are with employees in the organizational unit and office visitors and callers, and employees in other government agencies.

Factor 7. Purpose of Contacts Level 7-A, 30 pts.

Contacts are for the purpose of receiving assignments, taking and relaying messages, and assisting callers and visitors.

Factor 8. Physical Demands Level 8-1, 5 pts.

The work is sedentary. There may be some walking, standing, bending, and carrying of light items, such as papers and books.

Factor 9. Work Environment Level 9-1, 5 pts.

The work is performed in an office setting.

TOTAL POINTS 340